



Welcome to Oak Island

Town Hall:
4601 East Oak Island Drive
Phone: 910 278-5011

REQUIREMENTS AND SERVICES as of: 07/01/2011

Personal Property Tax Listing

Personal property is required to be listed every January with the Brunswick County Tax Department (PO Box 269, Bolivia, NC 28422). Such property includes Mobile Homes, Unregistered Motor Vehicles, Motor Homes, Campers, Motorcycles, Boats, Motors and Unregistered Trailers. It also includes Business Personal Property and Household Furnishings & Appliances for income producing (rental) property. The street address and description of the property must be provided on the listing forms and the forms may be obtained by calling (800) 527-9001.

Property Tax Bills

Property tax bills will be mailed no later than October. You should receive a Town and a County tax notice. If you bought a new home and have not received a bill by the end of October, please contact the Town Tax Department at (910) 201-8017, 201-8012, or 201-8079.

Establishing Utilities Services

To establish new service as a renter you must bring:

1. A copy of the lease.
2. A copy of your driver's license.
3. Provide a valid social security number.
4. Pay the required deposit PLUS a non-refundable \$20.00 administration fee.

To establish new service if you are a new owner you must bring/fax or email:

1. A copy of the front page of the sales agreement or HUD statement.
2. A copy of your driver's license.
3. Provide a valid social security number.
4. A \$20.00 Administration fee will be added to your first bill.

Utility Billing

Utility bills are mailed on or about the 1st of each month, due by the 20th of each month with a \$5.00 penalty added to bills received after the 20th (if not on the weekend). CUTOFFS will be the 1st week of the month for past due accounts and a *reconnect fee of \$35.00* will be charged (Plus an additional \$70.00 if you call after 4:30pm) Utility bills will include a basic charge per living unit in the amount of \$22.05 (which includes 2,000 gallons of water) to cover water system operation and maintenance costs; a water use fee used to cover the cost the Town pays to purchase the treated water from Brunswick County); a monthly fixed fee for all solid waste services (see "Garbage Collection, Recycling" below); and, a monthly fixed fee for stormwater control (see Note #2 below). A one-time fee is charged to begin water service; it will be included on your first bill. Renters changing to a new residence have to pay a new connect fee. A deposit is required for all rental property. If moving from the area, the deposit will apply toward your final utility bill.

For locations connected to the central sewer system, the monthly basic fee is \$50.94 with usage in excess of 4,000 gallons charged at \$12.12 per 1,000 gallons. Other rates and fees that may apply shall be billed separately from the utility bill noted above. For more detailed information, call Customer Service at (910) 201-8013 or (910)201-8010

Utility Payments

All bills are due and payable by the 20th day of each month. Payment must be physically received by the Town by that date (*postmarks are NOT considered*).

THE TOWN OF OAK ISLAND IS NOT RESPONSIBLE FOR FAILURE OF THE U.S. POSTAL SERVICE TO DELIVER BILLS. FAILURE TO RECEIVE BILL (BY MAIL) DOES NOT RELIEVE RESPONSIBILITY FOR TIMELY PAYMENTS OR PREVENT SERVICE DISCONNECT.

For your convenience, there is a drive-up black drop box located on SE 47th Street

A Bank Draft option for utility payments is available. Please fill out the coupon on the back of your utility statement and send it in with a voided check. These funds are automatically debited from your checking account and deposited in the general fund.

To receive statements electronically, visit www.oakislandncstatements.com.
Your registration ID: is 1156-8253-QAMT

Note #1:

You are responsible for your water use from the meter to and upon your premises. Even small leaks can add up to substantial water bills so keep your faucets, toilets, etc. well maintained. If you have a water line break or otherwise do not properly take care of your system, you will still be required to pay for the water - there are no exceptions!

YOU ARE REQUIRED TO HAVE A SEPARATE CUT-OFF BEHIND THE METER FOR WINTERIZING. IT IS UNLAWFUL TO TAMPER WITH THE TOWN METER!

Note #2:

You are billed a onthly fee of \$2.50 residential and \$7.50 commercial for stormwater system maintenance.

Master Card[®], and Visa[®] credit cards are accepted.



Electronic Payments for Assessments, Taxes and Utility Bills

As part of our commitment to provide citizens with efficient, convenient service, the Town of Oak Island has partnered with Official Payments to offer payment of taxes and utility bills over the Internet at www.officialpayments.com and by telephone by calling 1-800-2PAY-TAXSM (1-800-272-9829). The service provider (Official Payments), charges a convenience fee for payment processing.

When making a payment by phone please use Jurisdiction Code 4386

Please visit www.oakislandnc.com for additional information

Rental Accommodations Tax

A rental tax, approved under the Town ordinance, is assessed on the gross receipts from rental accommodations. For filing information, contact the Town Tax Department.

House Numbers

House numbers are REQUIRED and must be displayed and be a minimum of 3" high.

Dog Registration Tags

MANDATORY: ALL dogs at least 4 MONTHS AND OLDER must be registered with the Town. Registration MUST BE RENEWED EVERY JANUARY. Owners will need to bring proof of a current rabies vaccination. Tags are obtained at Town Hall Customer Service Department. Fees are: \$5.00 for "altered" dogs, \$15.00 for "intact" dogs. FINES will apply to those who do not register their dog. All dogs need heartworm pills.

DOGS ARE ONLY ALLOWED OFF THEIR LEASH ON THE BEACH FROM OCTOBER 15TH UNTIL MARCH 15TH FROM 6AM TO 9AM.

FINES for violations are \$75.00 and up.

Dog Park

A dog park is located at 4106 E. Oak Island Dr. Please adhere to the posted rules while using the park.

Building Inspections

Structural additions or changes to your home or property, including decks, pools, docks, concrete or blacktop driveways, etc. require a building permit through the Town's Inspections Department, located at 4601 E. Oak Island Drive. Call (910) 278-5024 for fee information.

Residential Solid Waste Collection and Recycling

The Town provides for the collection of residential trash, recyclables, yard debris and brown and white goods. The guidelines and schedules for the collection of these items are outlined below. If you have questions, please contact Public Services at (910) 201-8083.

Residential Garbage Collection Guidelines

Waste Industries, Inc. is contracted to provide residential refuse collection. The basic collection program includes collection of one authorized residential container (polycart) weekly. Residents must place the polycarts in the right-of-way, approximately five feet from the edge of the pavement at the beginning of the scheduled pickup day.

- To obtain a polycart for a new residence or replace a missing polycart, contact Brunswick County Solid Waste Department at (910) 253-2520.
- To obtain an additional polycart, contact Public Services at (910) 201-8083.
- Waste Industries only collects from authorized polycarts.

Residential Recycling Collection Guidelines

Please Note: Waste Industries will collect recyclables from authorized recycling containers every two weeks on the same day as garbage collection. Recyclable items include glass bottles (all colors), all types of plastic, aluminum and steel cans, newspapers, and all types of magazines and advertising flyers. Bottles, cans and other containers should be rinsed out to prevent attracting insects or rodents.

Garbage Collection Schedule

<u>AREA</u>	YEAR ROUND (GARBAGE & RECYCLE) PRIMARY	SUMMER (MID JUNE –SEPT.) SECOND
	<u>Collection Day</u>	<u>Collection Day</u>
All streets north of the Davis Canal from NE/SE 29th Street to the West end of Town	Monday	N/A
All NE/SE streets from NE/SE 30th Street East to NE/SE 79th Street, including Yacht Drive; but not including Pelican Drive, all streets South of Pelican Drive, and all sections of East Beach Drive up to where it ends at SE 79th Street.	Tuesday	N/A
All streets from SE 79th to McGlamery Street, not including Ocean Drive, and all areas north of the Oak Island Bridge (i.e., the mainland side of town).	Tuesday	N/A
Ocean Drive from SE 79th Street to McGlamery Street. [This street is part of the beach strand area]	Tuesday	Saturday
All streets south of Davis Canal from SE 40th Street west to the west end of the island; and, E Pelican Drive; and, all streets from E Pelican Drive south to E Beach Drive and from SE 40th Street to SE 58th Street; and, all sections of E Beach Drive between SE 69th to SE 79th Streets. [These streets incorporate the rest of the beach strand area]	Wednesday	Saturday

Residential Rental Property Requirements

Short-term rental properties (e.g., weekly rentals) located in certain areas are required to provide additional refuse and recycle polycarts (90 gallons). Additional carts are based on the number of bedrooms. A cart rack of sufficient size to contain the number of required polycarts is also required. For cart rack dimensions, allowed materials, location, ordering of additional polycarts or any questions regarding this program contact Public Services at (910) 201-8083.

Residential Yard Debris Collection Guidelines

Yard Debris Collection Schedule

- 1. First full week of the month** – from Middleton St. and West.
- 2. Second full week of the month** – from NE/SE 40th St. to Middleton St.
- 3. Third full week of the month** – from NE/SE 79th St. to NE/SE 40th St.
- 4. Fourth full week of the month** – from NE/SE 79th St. to the East and all mainland areas within Town limits.

The Town will collect yard debris, including leaves, brush and limbs no greater than six (6) inches in diameter on a regular monthly schedule. The Town will only collect yard debris from normal yard maintenance, not debris from clearing of undeveloped lots or major landscaping projects. The Town will not collect debris placed on a vacant lot.

- Yard debris must be placed in the right-of-way, free from obstructions such as mailboxes, signs, or limbs, at the beginning of the scheduled collection week. Once a Town collection trucks pass through an area, they will not return until the next monthly cycle.
- Place leaves and grass in one pile **DO NOT BAG LEAVES OR GRASS.**
- Brush and limbs not greater than six (6) inches in diameter must be in a separate pile.
- Do not mix any other trash or materials with your yard debris. The Town will not collect yard debris in bags or mixed piles.
- Yard debris must be placed on the right-of-way in front of your residence, not an adjacent lot.

Brown and White Goods Collection Guidelines

The Town of Oak Island provides a special collection service for Brown and White Goods. **This service is provided two times per year (spring and fall).** The dates are announced well in advance and are advertised in the State Port Pilot, Oak Island Tribune, Channel 8 and on the Town website. Items eligible for pickup include:

Brown Goods: discarded furniture, TVs, mattresses, box springs, carpet and other boxed household trash.

White Goods: discarded refrigerators, ranges, washing machines, dryers, freezers, air conditioners, water heaters and dishwashers.

Other options available to property owners for disposal of bulky items include:

- Donating usable furniture items and working appliances to a charitable organization. Habitat for Humanity (910-454-0007 or 457-1772) will pick up usable donated items. Check local phone directory for other charitable organizations.
- Brunswick County Southport Convenient Site
8392 River Road S.E.
(910) 457-9484
Facility Hours: Monday, Wednesday, Friday and Saturday
8:00 am – 6:00 pm
- Brunswick County Landfill
172 Landfill Road NE
(Off Galloway Rd.)
Bolivia, NC 28422
(910) 253-8101
Facility Hours: Monday through Saturday
8:00 am – 4:00 pm
- Private Haulers (see yellow pages and/or State Port Pilot)

If you have questions or need additional information call Public Services at (910) 201-8083.

Owner Responsibility for Certain Materials

The following examples are representative, but not limited or exclusive, of the materials that the Town or Waste Industries will NOT collect. The owner of these items is responsible for proper disposal.

- Vehicles, boats or trailers or equipment designed to be self-propelled or towed
- Tires, lead-acid batteries, antifreeze or motor oil (The Town operates a Used Oil Recycling Center located on SE 48th St.).
- Any flammable, combustible, poisonous or explosive materials or containers (e.g., gasoline, antifreeze, solvents, liquid paint, pesticides, poisons, etc.).
- Construction, Demolition and Remodeling Debris (e.g., treated wood, sheetrock, doors, windows, siding, pipe, shingles and other residue from the renovation, repair, construction or demolition of buildings or their supporting structures such as sheds, fences, etc.
- Solid fill materials such as bricks, stones, concrete, soil, etc.

Police and Fire Department: Emergency number: 911

Non-emergency Police phone number 910-278-5595

Non-emergency Fire phone number 910-278-1000

Services Provided by the Oak Island Police Department

- 911 Center / Dispatch for Police – Fire – Water Rescue
- Home Security checks
- Business Security Planning / Robbery Prevention
- RUOK Program
- Hook-A-Crook (a crime prevention program for boating / fishing)
- Hurricane / Parking Permit issuances (see note below)
- Yard Sale Permits
- Golf Cart operation information (available on-line: oakislandpolice.com)
- Community Watch
- Civilian Volunteer Program
- Community Service Supervision
- Various Crime Prevention / Security Programs for seniors, children and the general public

**HURRICANE / PARKING DECAL
(one decal issued for both purposes)**

In order to return to the Island after a hurricane or park in designated parking spaces on the beach front you will need this decal. In order to be issued a Decal, you need to complete a form (available on-line: www.oakislandpolice.com) and provide verification through documentation verifying residency in Oak Island. You may use the following forms of documentation:

- NC Drivers License with Oak Island address
- Water bill or Tax bill or Deed to the property in your name.
- All requests **MUST** be accompanied by: a copy of the vehicle registration for each vehicle

Decals are issued by the Police Department.

The Police Department is open **7 days a week 24 hours a day**. Administration / Non-Emergency: 910-278-5595.

EMERGENCY 911

GENERAL INFORMATION

This list of general information has been prepared to help make your move to Oak Island as easy and enjoyable as possible.

- **Oak Island Recreation Center:** 910-278-5518, 3300 E. Oak Island Dr., Oak Island, NC 28465
- **Oak Island Animal Control:** 910-278-5595 (non-emergency police)
- **Brunswick Co. Animal Control:** 910-754-8204 or 1-800-442-7033
- **Oak Island Fire Department:** 910-278-1000
- **Yaupon Beach Volunteer Fire Department:** 910-278-6797
- **Brunswick County Emergency Services:** 910 253-5383
- **EMS Billing Office for Oak Island and Brunswick County EMS** 1-800-814-5339
- **Development Services (building inspections), Planning Dept. Zoning, Code Enforcement and CAMA** are all located on the first floor in Town Hall: 910-278-5024
4601 E. Oak Island Dr., Oak Island, NC 28465
- **Brunswick County Magistrate's Office:** 910-253-4471
- **Brunswick Electric Membership Corp (BEMC)** is located Hwy 211. From Long Beach Rd. (at McDonalds) turn left, go approximately 2 miles and it is located on the left next to the water plant. Phone# 910-457-9808 or 1-800-548-6567
- **Brunswick Co. Landfill:** 910-253-8101 Transfer Station, Southport, NC: 910-457-9484
- **Brunswick Co. Cooperative Extension Service:** 910-253-2610
- **NC Driver's License Bureau** is located at 5296 South Main Street, Shallotte, NC - Take Hwy 211 to Hwy 17 South until you come to the NC Welcome Center and take the Shallotte Exit. Hours are between 8 am and 5 pm, Monday thru Friday. Phone # 910-754-5114. You must have your original paper Social Security card or W-2 tax form in order to get your license. There will be a fee to renew or change your license.
- **NC License Plate Bureau** is located next to the NC Driver's License Bureau at 5300 South Main Street, Shallotte, NC.
- **Schools:**
 - **Southport Elementary 910-845-2771**
 - **S. Brunswick Middle 910-457-6036**
 - **S. Brunswick High 910-845-2204**
- **Veterinarian in Oak Island:** Dr. Flint King – 5520 E. Oak Island Dr. – 910-278-7575

TOWN OF OAK ISLAND TOWN COUNCIL MEETINGS: 2ND TUESDAY OF EACH MONTH AT 6 PM IN THE OAK ISLAND TOWN HALL-COUNCIL CHAMBERS (2ND FLOOR), 4601 EAST OAK ISLAND DR., OAK ISLAND, NC, 28465 PLEASE NOTE: NOVEMBER'S COUNCIL MEETING WILL BE HELD ON NOVEMBER 15TH, DUE TO THE ELECTION.

Useful websites:

Town of Oak Island: www.oakislandnc.com

Brunswick County: www.brunasco.net

Oak Island TV station - cable channel 8